

Troubleshooting Jabber sign in messaging

If there are problems signing in to Jabber, a status message will be displayed, for example: Possible messages include:

Login failed – Wrong username, domain, and / or password

- ▶ Check and correct these items either at the Jabber login, or on the Cisco VCS. - Mis-typed domain names are a common cause of this problem (see **VCS Configuration > Protocols > SIP > Domains**). The Jabber SIP domain must match a SIP domain on the Cisco VCS that is provisioning the Jabber and that Jabber will register to.
- ▶ Check that Cisco VCS allow / deny lists are not preventing the registration.

Login failed – Out of licenses

- ▶ Check the number of registered users – Cisco VCS Expressway Starter Pack supports a maximum of 50 simultaneous registrations.
- ▶ Make sure that Jabber is trying to connect to the correct IP address for the Cisco VCS Expressway Starter Pack.

Login failed – The server did not respond in time

This means the provisioning request was acknowledged by the server, but no provisioning message was received by Jabber.

- ▶ Make sure that no firewalls are blocking communication from the Cisco VCS to Jabber. ▶ Make sure that the Cisco VCS can contact the IP address of the Jabber (or if behind a home, small business or hotel firewall, the outside IP address of that firewall).

Login failed – Could not find server in DNS

The term “server” refers to the provisioning server before the Jabber is provisioned, and the Cisco VCS after Jabber is provisioned.

- ▶ Check that the **Internal VCS** and **External VCS** names on the Jabber **Advanced** dialog are resolvable by the Jabber PC, for example by attempting to ping the DNS names. (These are the addresses Jabber uses when requesting to be provisioned.)
- ▶ Check that the **Cluster name (FQDN for provisioning)** on the **VCS configuration > Clustering** page of Cisco VCS is resolvable by the Jabber PC, for example by attempting to ping the DNS name.

Login failed – Unable to connect to server

The term “server” refers to the provisioning server before the Jabber is provisioned, and the Cisco VCS after Jabber is provisioned.

- ▶ Check that the **Internal VCS** and **External VCS** names on the Jabber **Advanced** dialog are resolvable by the Jabber PC and resolve to the Cisco VCS Expressway Starter Pack address, for example by attempting to ping the DNS names. (These are the addresses Jabber uses when requesting to be provisioned.)
- ▶ Check that the **Cluster name (FQDN for provisioning)** on the **VCS configuration > Clustering** page of Cisco VCS is resolvable by the Jabber PC and resolves to the Cisco VCS Expressway Starter Pack address, for example by attempting to ping the DNS name.
- ▶ Check that **TCP mode** and **TLS mode** are both set to **On**. (Check this on the **VCS configuration > Protocols > SIP > Configuration** page.)
- ▶ Make sure the Cisco VCS is configured to listen on the ports Jabber is trying to access, by default **TCP port** = 5060 and **TLS port** = 5061. (Check this on the **VCS configuration > Protocols > SIP > Configuration** page.)

Call failed – The user could not be found. The user is offline or does not exist.

Check the called ID entered in the **Type name, number or address** field (past entries are available under the **Recent calls** tab).

If this is correct, check: ► Is the called party offline? ► Is the called party dialable on this network?

Call failed – The user could not be found

Check the called ID entered in the **Type name, number or address** field (past entries are available under the **Recent calls** tab).

If this is correct, check: ► Is the called party offline? ► Is the called party dialable on this network?

Call failed – The user could not be reached. Please try again later.

The user did not respond.

Call failed – An error was received from the server

The call was rejected by the Cisco VCS. The error message received from the server is in the user's Audit.log. See the Jabber troubleshooting section in the Cisco TMS Provisioning troubleshooting guide.

Call failed – Not enough call licenses

All available licenses may already be in use. Check the call licenses used on the VCS **Overview** page.

Signaling level troubleshooting

Troubleshooting is usually best carried out in the first instance by taking a Wireshark (a free, open- source packet analyzer) trace on the PC running Jabber.

Note: If Jabber has Auto or TLS transport selected, sign out of Jabber, go to the **Advanced** page and reconfigure Jabber to use TCP. Using TLS causes messages to be encrypted and not decodable.

On the Wireshark trace check that the following sequence is observed:

When Jabber looks for phone book information the message flow is:

As more characters are typed in Jabber's **Type name, number or address** field, further INFO messages (with Authorization header) are sent with more searchstring characters specified. For each INFO message an OK comes back with the first 10 phone book entries that match that searchstring.

Note: Note 401 Unauthorized or 407 Proxy authentication required may extend the trace.

- **Failure to get any response to the initial subscribe:** the wrong Internal VCS / External VCS values may have been configured (or DNS is wrongly converting the name to IP address).
- **401 Unauthorized for a second time to the initial subscribe:** the Username / Password credentials on Jabber do not match those configured in the authentication page of Cisco VCS.
- **No OK to Register:** check that the SIP domain configured in Jabber matches the SIP domain configured on Cisco VCS - check that Allow and Deny lists are not blocking this registration - check the VCS Event Log (**Status > Logs > Event Log**)